



Communication for Success

2017 CALS Extension Conference

Dustin Green, SPHR
Organizational Consultant
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- Communication – Why it's Important
- When Communication Goes Badly
- Planning for Communication to Go Well
- Skill Building
- Your UA Resources



“The real art of conversation is not only to say the right thing in the right place but to leave unsaid the wrong thing at the tempting moment.”

- Lady Dorothy Nevill, British Writer

Our Needs: Short and Long term

Short-term needs & Long-term goals

- ✓ To ask a question or get an answer
 - ✓ To make or fulfill a request
 - ✓ To obtain or provide a resource
 - ✓ To assign or handle a task
 - ✓ To “check in”
- ✓ Establish strong relationships
 - ✓ Establish clear expectations
 - ✓ Maintain a network of Subject Matter Experts
 - ✓ Establish a route for exchange of information and ideas
 - ✓ Keep the people we work with informed
 - ✓ Get things done successfully

When Communication Goes Badly

Small Group Exercise

Think back to a specific work situation where you experienced terrible communication

- What was the situation? (maintain confidentiality)
- Who was it with?
- What went wrong?
- What was the outcome?

Barriers to Communication

- Physical or Psychological Distance
- Language or Cultural Differences
- Experience/Expertise
- Differences in Priorities
- Stress/Time Pressure
- Assumptions
- Stakeholder Perspectives
- **Difficult People**

Difficult People

Why are They Soooo Difficult??



Question: *True or False?*

Most difficult people don't consider themselves difficult

“Life is 10% what happens to us and 90% how we react to it.”

Charles Swindoll



When Communication Goes Well

Small Group Exercise

Think back to a specific work situation where you experienced great communication

- What was the situation? (maintain confidentiality)
- Who was it with?
- What went right?
- What was the outcome?

- ◀ What Are My Goals?
- ◀ Communicate What You Want to Communicate
- ◀ Success Measures
- ◀ Who Am I Communicating With?
- ◀ Key Elements of Communication

- **Be direct and let them know what you need**
- **Listen to what the person says**
- **Summarize their response**
- **Clarify any questions or relevant details**
- **End the conversation politely**

Stakeholder Perspectives



Students

Colleagues

Partners

Supervisors /
Reports

Vendors

Public

External UA

Best uses for various modes of communication

Individual differences

Timing: When and where



- Greetings and Closings
- “Reply All”
- Context
- Please and Thank you
- Underline, **Bold**, CAPS, *Italics*, & !!!!!
- Jargon
- Face-to-face?



Why is listening important?

What do I communicate to others when I listen effectively?

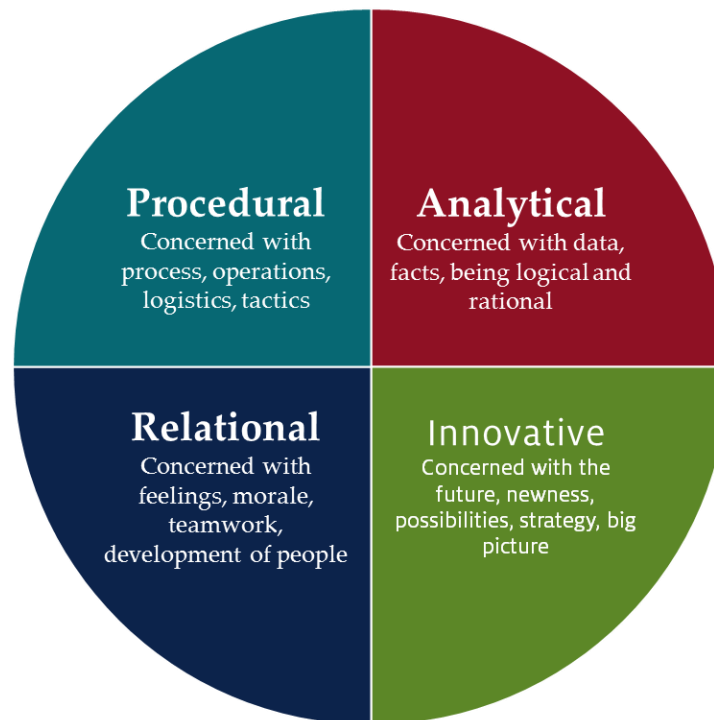
What's best way to communicate by listening?





- ▶ Reliability
- ▶ Past precedent
- ▶ Fairness
- ▶ Precision

- ▶ Forging connections
- ▶ Creating harmony
- ▶ Making others feel included
- ▶ Fostering growth in others



- ▶ Acquiring facts
- ▶ Making the most of everything
- ▶ Making order
- ▶ Fixing problems

- ▶ Standing out
- ▶ Focusing on the future
- ▶ New ideas
- ▶ Finding alternative scenarios

Based on new research findings from the College of Medicine, you are more convinced than ever that UA as a workplace could be transformed if all faculty and staff meditated for at least 15 minutes each day. You are on a mission to convince senior leaders to adopt and enforce a **mandatory meditation** policy.

How will you make your case?



University of Arizona Supervisor and Employee Resources

- ▼ HR Consulting Services
- ▼ HR Solutions
- ▼ Life & Work Connections
- ▼ Office of Institutional Equity
- ▼ Disability Resources Center

